

CONTRACTOR POLICY

Expectations

Customer service is extremely important to the Housing Development Division. The following is expected from contractors working for the Division:

- Courteous behavior
- On time arrival
- Clean appearance
- Clean job site

Project Maximum

A contractor is limited to a maximum of four (4) projects in construction at any given time. The contract start and end dates, including contract extensions by change order, will be used to determine the number of projects a contractor has in construction. Emergency Repair and/or Lights and Locks for Seniors projects are not included in the project maximum.

If a contractor has four (4) projects in construction, he/she may not submit a quote for a new project until at least one (1) of the four (4) projects has been satisfactorily completed with no deficiencies.

Contract Time, Quote & Work Performance Policy

Contractor Time Policy

If a contractor fails to complete a project within the contract period, the contractor will receive a verbal and written warning and no quotes for additional projects will be accepted from him/her until that job is completed. The completion date will be established by the original contract documents and properly executed change order. Extensions of contract time will be approved only as outlined by the contract documents, and for the reasons described therein.

In addition, if a contractor's performance consistently reflects a disregard for contract start and/or completion dates, as determined by the Housing Development Division, he/she may be suspended from the program for a period up to one (1) year.

At the expiration of the one (1) year suspension period, the contractor will be eligible to bid or be a subcontractor for projects funded by the Housing Development Division; however, the contractor will be required to submit, in writing, a request to be reinstated as an eligible vendor. At a minimum, this request must explain what action has been taken to prevent these types of business practices from recurring.

Quote Policy

If a contractor fails to honor a quote and proposal, the contractor will receive a verbal and written warning.

If a contractor fails to honor a second quote and proposal within one (1) year of the first quote withdrawal, the contractor may be suspended from the program for a period up to one (1) year.

Work Performance

Applicable Laws and Codes (Building Permits)

Each respondent will be assumed to be familiar with all state and local laws, charter provisions, codes, ordinances and regulations which might in any manner affect the work to be done or those to be employed in or about the work. No plea of misunderstanding or ignorance on the part of any successful respondent will in any way excuse such respondent of full compliance with such law, charter provision, code, ordinances and regulations. All improvements requested must be permitted as per the Regional Building Department, Colorado Springs Utilities, the City of Colorado Springs or other permitting agency.

Contractors that are found to have completed work without the required permit(s) will receive a verbal and written warning and the permitting agency will be notified.

If a contractor fails to obtain a required permit(s) a second time or has failed to obtain permits for multiple jobs, the contractor will be immediately suspended from providing services for the Housing Development Division for a minimum period of one (1) year.

If a contractor fails to obtain a required permit(s) after a suspension, the contractor will be permanently suspended from providing services to the Housing Development Division and will be placed on the debarment list.

Quality of Work and Professionalism

If customer feedback reflects a contractor's constant disregard for or lack of professionalism or if there is a noticeable disregard for quality of work, the contractor may be suspended from providing services for the Housing Development Division for a period of one (1) year.

Contractor Selection

The City of Colorado Springs intends to award a contract to the most responsive, responsible respondent, whose offer conforming to the solicitation will be most advantageous to and in the best interest of the City of Colorado Springs and the client. The following criteria, listed in order of importance, will be used in the BEST VALUE evaluation of proposals.

1. Cost Proposal
2. Days to Completion
3. Warranty (exceeding the 1 year warranty requirement)
4. New Contractor
5. Minority/Female Owned Business
6. Section 3 Business (proof required at time of award)
7. Past Performance (points deducted for poor performance related to customer

satisfaction, subcontractor oversight, site management, quality of work, lead based paint clearance failure, building permits, contract time)

- The City and the client reserve the right to reject any or all quotes and to waive formalities and/or irregularities in the quote offer.
- It is the City's and the client's intent to award this quote based on the **TOTAL QUOTE FOR ALL ITEMS. Split awards will not be made.**
- The City and/or client reserve the right to negotiate with the respondent to bring the quote amount in line with the funds available.

New Contractor

New Contractor

A contractor that has not ever been awarded a competitive bid in the Housing Development Rehabilitation Program. This includes Architectural Barrier Removal projects. Once a competitive quote has been awarded the contractor will no longer receive additional scoring points during the contractor selection process. If the competitive quote is awarded and then the quote is withdrawn, the contractor IS NOT eligible for the additional new contractor scoring points.

New Contractor Information

A contractor who has not completed work for the City of Colorado Springs must complete a W9 and PERA statement prior to submitting for payment.

New Contractor Probation

Upon awarding a quote to a new contractor (as defined above), the new contractor will be put on a probationary period until the awarded job is completed and deemed satisfactory. Once the job is deemed satisfactory, the new contractor will no longer be identified as a new contractor and will also be able to submit additional quotes for work. Exceptions to the probationary period may be made for contractors who have performed satisfactory work under the Division's noncompetitive programs – Lights & Locks, Emergency Repair or other noncompetitive programs. This determination will be made by the Senior Redevelopment Specialist and assigned Redevelopment Specialist.

Pay Requests

Pay Request and Itemized Invoice

For projects involving progress payments and final pay requests, the contractor can submit an itemized invoice (instead of page 2 of the pay request) along with the first page of the pay request. Contractors shall match the line items called out in the work description and indicate if the work was performed by a subcontractor. If work was performed by subcontractors, a lien waiver must be submitted for each subcontractor.